

SUSTAINABILITY REPORT

2021



Thai Optical Group Public Company Limited



TOG Sustainability Report 2021



About TOG

TOG-Thai Optical Group is a spectacle lens manufacturer with a strong track record and rich 60-year history. Categorized as supplying essential consumer products, our production is based in Thailand, a lens-manufacturing hub in the region and plays an important part in the global lens business. We serve business customers both domestically, in Thailand and internationally, across 50 countries, over 6 continents.



Manufacturing Location

Thailand



Supply markets

Over 6 Continents



Revenue

Million THB 2,418



Net Profit

Million THB 310



1951

Optical shop founded in Bangkok.



1962

Established the first Mineral Lens factory in Thailand.



1973

Began manufacturing Prescription Lenses (Rx Lenses).



1981

Successfully launched Plastic Lenses on the market.



1998

Successfully launched Photochromic Lenses on the market.



2016

Launched LeafECO® 1.74 Ultra-High-Index, Bio-Based Lenses.



2011

The first and only manufacturer producing Tribid™ Lenses.



2007

Launched 1.67 High-Index Lenses.



2006

Issued shares for IPO on Stock Exchange of Thailand.



2002

First manufacturer of Trivex® Lenses, in finished form.



2017

Established the state-of-the-art Rx Automation Line.

Founded TOG USA, Inc.



2018

Successful launch of entire Bluloc™ Series UV420 Protection Lenses on the market.



2019

Successful launch of entire Z design™ Series Advanced Digital Lenses on the market.

TOG reorganized its management structure to Elevate the Business.



2020

Founded TOG Europe Sp. Z o.o. in Poland.

TOG USA warehouse relocated to Missouri, USA.



2021

Integrating Poly Sun into TOG.

Divestment of MVision Malaysia.

‘Best Caring’ practices percussively guide our sustainability efforts, allowing us to maximize efficiency and ease of doing business, to deliver solutions on time, every time, with service excellence.

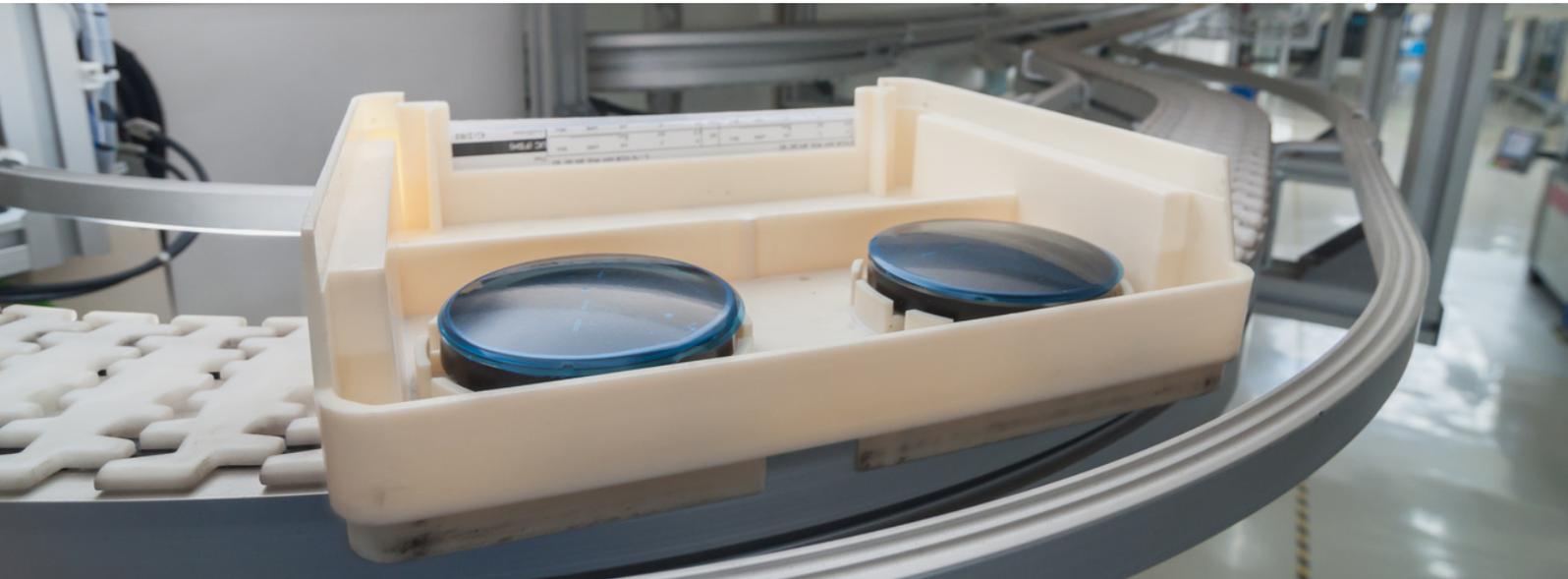
Torn Prachartam
Chief Executive Officer



CEO's Message

“We, at TOG, are consistently working hard and maintaining positive progress towards our mission of being a leading and sustainable manufacturer of quality value spectacle lenses. Our solid foundation is simultaneously supported by our people, the efficiency of our management team and the clarity of our vision. Working together, we strive, every day, to be the preferred choice for our customers’ vision solutions, whilst being mindful of our sustainability goals and promoting shared ideals for the environment.

The spread of COVID-19 variants has been a singular opportunity to help us increase our resilience and ability to adapt and thrive, even in the most challenging global circumstances and amid unparalleled uncertainty. By maintaining open communication channels and sustaining strong relationships, through collaboration with our employees, suppliers, customers and communities, we have been able to gain a thorough understanding of each stakeholder’s requirements. This has propelled us to ensure we prioritize what matters most to them, and given us a much improved vantage point, from which to be able to continue exceeding expectations and growing our business, long into the future.



As planned, our 'Best Caring' practices percussively guide our sustainability efforts, allowing us to maximize efficiency and ease of doing business, to deliver solutions on time, every time, with service excellence. Furthermore, these principles ensure we utilize resources both responsibly and efficiently, and are able to appropriately manage waste, to the benefit of our planet.

We lead by example, in order to encourage our surrounding communities, to also help create a more sustainable environment, for us all to be able to enjoy healthier lives."

Torn Prachartam
Chief Executive Officer



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Sustainability Framework and Commitment

At TOG, we help people lead healthier, more fulfilling lives through power of sight. Our wide variety of spectacle lenses allow people to see more clearly, for an array of vision requirements, in many situations, and while undertaking assorted activities, to improve their vision and thus their quality and enjoyment of life, and all it has to offer. In order to serve the needs of people around the world, and facilitate better vision everywhere, we continue to expand our collaborations with global business partners, and work to meet all stakeholders' interests, in a sustainable way.

TOG defines sustainability, under our '**Best Caring**' guiding principles, as providing better vision solutions, maximizing efficiency for ease of conducting business, and delivering products on time every time, with service excellence, whilst also responsibly and efficiently utilizing resources and appropriately managing waste, to support planetary health and encourage every community we touch, to build a healthier environment together.

Best Caring practices are integral to and proven effective by TOG's track record, and are embedded in our sustainability framework and commitment to the ESG (Environment, Social & Governance) criteria.

Together with our business partners, TOG is continually taking small steps, with unwavering commitment, towards enabling broad-ranging sustainability measures, in line with **TOG's sustainability framework**.





1. Caring for the Environment

Actively implementing the ISO14001 international standard of environmental management system, to closely manage and monitor all functions, to engage people and ensure responsible consumption and waste disposal, to support environmental sustainability and contribute to recovering planetary health.

2. Caring for People

Nurturing valuable internal and external partnerships, to support and respect each other, based on mutual trust and understanding. Encouraging and engaging people, including employees, suppliers, customers and surrounding communities, to adopt a growth mindset and build a healthy society together, to support a healthier future.

3. Caring for Operations Management to Maximize Efficiency

Maximizing performance efficiency in all areas of operations, production, the supply chain, service and management, to generate improved shared values for all internal and external stakeholders.

'Best Caring' enables Healthier Living for People, Society & the Economy

Having undergone challenging times, with regard to access to essential healthcare, during the peak of the spread of the COVID-19 Delta variant from person-to-person, it has become ever more apparent that without healthy living for employees, communities, customers and suppliers, businesses are not able to generate shared value, nor recover from an economic recession. This situation has, furthermore, highlighted the fact that '[good personal health for all](#)' is fundamental to collective well-being, and crucially important for lasting socio-economic sustainability.



TOG Lenses x 'Best Caring' = Healthier Living

TOG implements its 'Best Caring' practices in management, as well as utilizes various advanced technologies, in order to provide the best quality and value in spectacle lens manufacturing, to meet varying eyesight correction expectations around the world.

Beyond serving the basic need of seeing clearly, TOG also strives to fulfill people's desires for eyesight correction, which expresses their personality, helps them look great, and feels comfortable, as well as responding to a wide variety of lifestyle-related vision demands placed upon eyewear today, such as matching lenses to lifestyles. TOG manufactures impact-resistant lenses, to provide better protection for children and occupational safety spectacles. Moreover, TOG provides a variety of sun-glare filtered lenses, such as tinted, photochromic and UV protection lenses. TOG produces spectacle lenses, while applying Best Caring practices, to enhance 'Healthier Living'.

Our Priorities Supporting the UN Sustainable Development Goals (SDGs)

TOG considers **Best Caring** a key enabler, in providing 'healthier living' as a target outcome of sustainable development. The COVID-19 outbreak has coincided with the ever-present challenges of climate change. Given limited budgetary and resource constraints, TOG has prioritized focus areas, to provide coherence with the following **UN Sustainable Development Goals (SDG)**:



SDG 3. Good Health & Well-Being: Ensure healthy lives and promote well-being for all, at all ages.

'Good Health and Well-Being' critically rely on a healthy, safe environment and mitigation of climate change. In this past year, combating the spread of COVID-19 has been a top priority, with immediate actions taken to ensure the health of our employees and communities. Concurrently, we have been raising awareness with all stakeholders, to build upon the mindset that **making appropriate choices to care for one's eyesight correction helps in the shift towards healthier living.**



SDG 12. Responsible Consumption & Production: Ensure sustainable consumption and production patterns.

'Responsible Consumption and Production' is strongly linked to long-term health and widely recognized as necessary for 'planetary health'. TOG manages environmental policy and practices in line with national and international guidelines, to avoid harming the environment, and strives to reduce GHG-emissions by adopting sustainable practices and sustainability reporting, as well as leveraging waste management.



SDG 13. Climate Action: Take urgent action to combat climate change and its impacts.

'Climate Action' supports improving long-term personal and planetary health. Climate change is responsible for many adverse conditions, such as changes in solar ultraviolet and visible radiation, due to atmospheric variability. Taking a broader perspective, TOG has collaborated globally with business partners, to strengthen resilience and bolster adaptability, delivering a range of **climate resilient products**, such as lenses made from a bio-polymer, with lower carbon footprint, and sun-glare filtered lenses, with UV-absorption, to protect against the danger to the eyes of overexposure to UV-radiation.

Stakeholders & Materiality

Every year, we regularly evaluate our value chain context, consider all relevant material topics in the consumer products industry sector, remain updated on pertinent medical device regulations, identify potential impacts concerning our organization, and assess the significance of said impacts by consulting and engaging all relevant stakeholders in our resource network. We identify our materiality, assess both on-going and potential impacts.

Based on our survey and review process, we prioritize the most significant impacts into the [Materiality Assessment Matrix](#) and present it to the TOG Board of Directors, seeking approval and recommendations, to ensure our prioritized materiality topics are solid, supporting and aligned with our overall business strategies. Upon approval, we allocate and activate the necessary resources, to further manage those materiality topics, through various business functions in our organization, thus ensuring prioritized key issues are appropriately incorporated into our management activities. Performance is then monitored, through environmental and social reporting, to understand and represent the most significant materiality management progress, in each reporting period.

Value Chain

Thus far, core activities carried out by our organization, including product design, manufacture, sale, delivery and business support, to continuously create value for our stakeholders, have been located in Thailand. The [primary activities](#) are [manufacturing operations](#) for both cast lens production at Thai Optical Group Public Company Limited (TOG) and the patient matched prescription lens surfacing production at the subsidiary, Thai Optical Company Limited (TOC). [Support functions](#) include [HR](#), [Procurement](#) and [Marketing & Sales](#), for both TOG and TOC, integrated under the same organization structure.

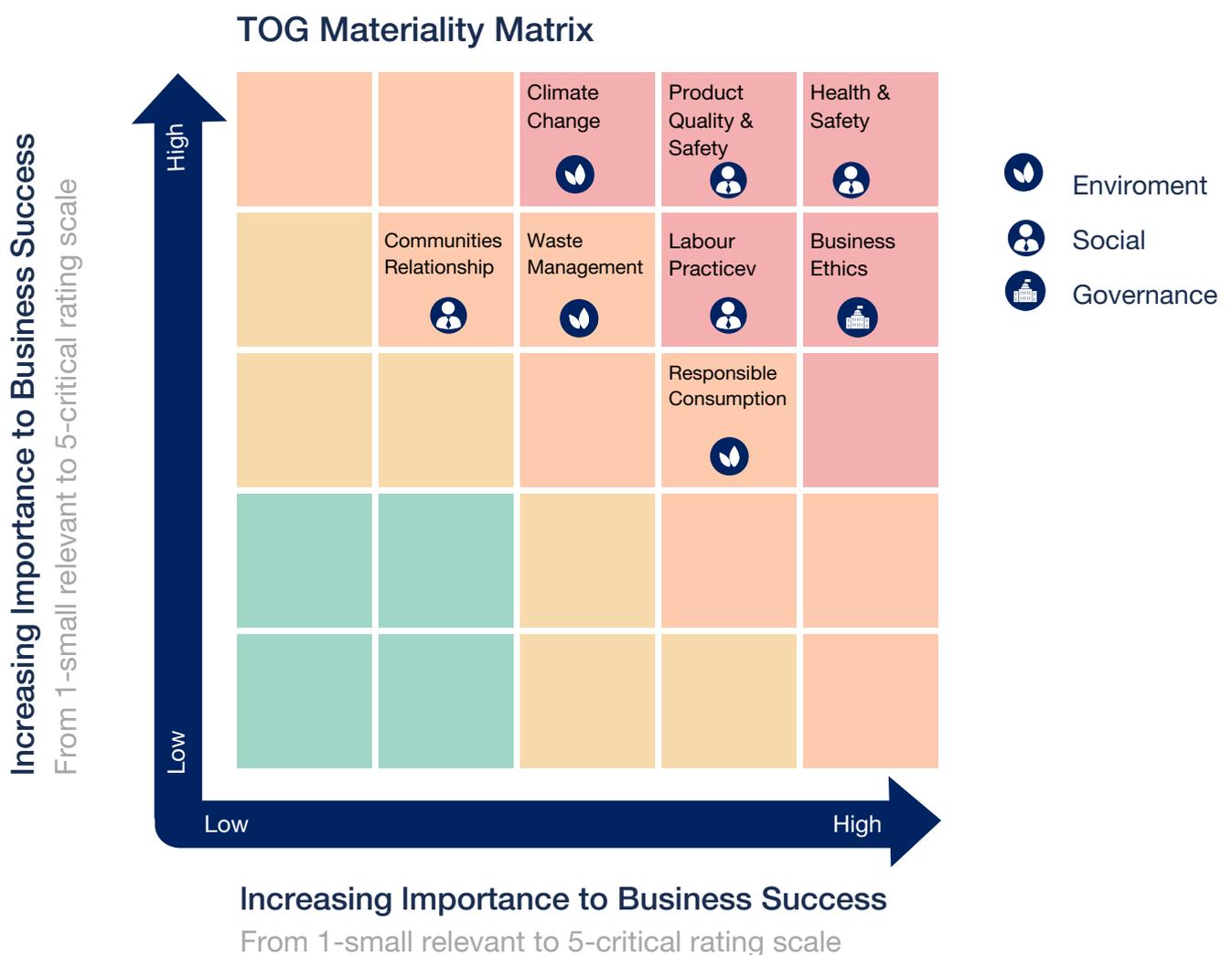
Stakeholder Engagement

Having assessed and prioritized the significance of potential impacts, relevant internal and external stakeholders are identified as follows:

Stakeholders	Context	Communication Channels/Relationship Interaction/ Information Collecting Methods
Workers	Employees and 'Tier1' suppliers carrying out work for TOG and TOC, include outsourced workers, cleaning teams and security guards, performing duties at our manufacturing facilities	Employee relations activities. In-person meetings and group meetings. LINE@TOG. Surveys. Orientation. Training. Hotline Mailbox.
Customers	Business customers, importers, distributors, surfacing labs, who source our products and services, for their intended use, whether purchase to sell, distribution as is, purchase for own consumption, or use in fabrication, such as grinding, surfacing, cutting & mounting into frames, and reselling to their end-consumers	Business meetings via digital platforms, management review meetings and Customer Satisfaction Survey.
Local Community	Communities of people living adjacent to TOG, at the 6th-Village, and TOC, at the 5th-Village, in Laharn Sub-District, Bangbuathong, Nonthaburi	In-person meetings and group meetings
Shareholders	TOG Shareholders	Investor relations (IR) activities, including IR Contact, Annual General Shareholders Meetings
Regulators	Relevant governmental regulators and international industrial standards organizations	Online meetings. Training seminars. Assessment programs. Governmental activities & network participation. Relevant international association memberships. News subscriptions.

Materiality Assessment Matrix

We implement well-rounded processes, consolidating various inputs from internal and external stakeholders, to determine 'Interest/Demand' and 'Influence/Impact' of each group of stakeholders, and to prioritize criteria, in terms of importance to our stakeholders and to our business success. Below is the materiality assessment matrix, list of material topics and how we manage them:



Society & People				
Priority	Stakeholders	Material Topics	Issues/Expectations	Materiality Management
Very high	Workers	Health & Safety	Delta Variant COVID-19 spread in communities. Work-Related injuries occurred in slightly higher numbers.	Continued COVID-19 Safety Protocols, Isolated Cubicle Program (Bubble & Seal) and Control Measures. Ensure everyone can access COVID-19 vaccinations. Manage hygiene & safety, in the workplace.
Very high	Workers	Labour Practices	2021 Trafficking in Persons Report (2021 TIP Report), ranking Thailand in "Tier 2 Watch List", down from "Tier 2" in 2020.	Comply with Thai Labor Standards TLS8001-2020. Support the Human Rights Policy. Ensure no modern slavery, forced labor, human trafficking or child labor. Manage relationships and increase employee engagement.
High	Local Community	Community Relationships	Community Isolation Center and COHORT Wards needed financial support & disinfectant materials to fight the spread of COVID-19 in local communities.	Manage constructive relationships with local communities, and assist the community isolation center, to combat the spread of COVID-19, with hygiene and safety goods, and monetary donations.
Very high	Customers	Product Quality & Safety	Thai FDA adopted medical device classification & notification system, similar to EU Medical Device Regulation.	Comply with the applicable quality management system, medical device management system, related international industrial standards and newly applicable medical device regulations.

Environment				
Priority	Stakeholders	Material Topics	Issues/Expectations	Materiality Management
High	Regulators	Waste Management	Environmental compliance.	Manage suitable waste disposal processes.
High	Regulators	Responsible Consumption	Efficient energy and water consumption within the organization.	Utilize resources responsibly and efficiently to support planetary health.
Very high	Regulators	Climate Change	Call for action to reduce carbon emissions.	Reduce GHG emissions in internal operations and report. Be outward-looking. Collaborate globally with business partners to deliver a range of climate resilient products.
Governance				
Priority	Stakeholders	Material Topics	Issues/Expectations	Materiality Management
Very high	Shareholders	Business Ethics	Ensure TOG, wherever located, meets the relevant guiding principles and is committed to delivering high standards in social, environmental and good corporate governance.	Conduct business with good corporate governance and in compliance with all legal requirements. Promote good ethics in conducting business, and together with business partners. Manage risk across business processes and operations.



Environmental Sustainability

TOG is acutely aware of its responsibility to society and the environment, and is committed to a worthwhile, effective and efficient use of resources. The Company takes a proactive stance on environmental management, to mitigate any adverse environmental impact of business activities, and offers eco-conscious products, to support planetary health. TOG has already actively embedded the following environmental policy into standard daily working procedures.

TOG Environmental Policy

TOG is committed to producing quality spectacle lens products, which are environmentally responsible, and thus has universally implemented the environment management system ISO14001. All employees and business partners are urged to actively engage in and act according to the following principles:

1. Strictly comply with the laws, rules, regulations and all environmental obligations related to our company's business operations.
2. Commit to the most efficient use of resources, to better protect the environment in sustainable ways.
3. Assess the risks of, control, prevent and reduce environmental impact, resulting from TOG's activities, to eliminate, as far as possible, any impact on the environment and surrounding communities.
4. Promote and develop products, technologies or production process activities, to be more environmentally friendly and in line with the lifecycle perspective.
5. Encourage continuous improvement in environmental performance, linked to the sustainability targets.
6. Seek to learn, understand and proactively participate in environmental responsibility.

Environmental Management - Voluntary ISO14000 further to Mandatory Requirements

TOG's [Environment Officer](#) undertakes mandatory accountability for environmental actions, involving monitoring, compliance and enforcement, in line with governmental regulations. This dedicated position works to professionally evaluate environmental management, and to ensure all conditions meet the required regulations, to mitigate risks, which may arise from business operations, as well as to keep up-to-date on new regulatory requirements and relevant future trends.

TOG voluntarily implemented the [ISO14001:2004 Environmental Management System](#), with a Steering Committee, comprised of members from all involved functions. R&D, Production, Supply Chain, Procurement, Sales & Marketing, and HR, across companies, all work together to leverage environmental accountability and are responsible for mitigating negative impact, assuring full Environmental Policy integration by people and into operations, processes and procedures, conducting risk self-assessment and applying necessary adaptations.

Furthermore, [TOG has been certified Green Industry Level 3 \(Green System\)](#), as the first company in Thailand, to study greenhouse gas emissions from plastic lens production, and be registered for the carbon footprint certificate for 1.50 plastic lenses with the [Thailand Greenhouse Gas Management Organization](#).

GHG Emissions

TOG consolidates the GHG-greenhouse gas emissions from our operation facilities in Thailand, and has had the [TGO-Thailand Greenhouse Gas Management Organization](#) verify the data. TOG reports the Greenhouse Gas Emissions (Scope 1, 2 & 3) each year, in our [GRI-Referenced Content Index](#) in the [Sustainability Report](#), according to the TGO Guidance of the Carbon Footprint for Organizations, to incorporate necessary actions for mitigating GHG-emissions, in the long term.

All these mandatory and voluntary mechanisms ensure every individual in the Company, regardless of role, is engaged in personal and collective accountability, to take the necessary actions, to minimize TOG's environmental impact.



Ecologically Positive Bio-Based 'TOG LeafEco Lenses'

Traditionally, TOG spectacle lenses, made with thermosetting plastic, were not decomposable, since any such material had not been able to display perfect quality optical properties. However, in 2014, TOG began working on a sustainability initiative, with the chemical raw material supplier, Mitsui Chemical, to manufacture a bio-polymer, resulting in 'TOG LeafEco Lenses', made from a bio-based component derived from palm oil, to reduce its carbon footprint.

The [USDA has certified TOG LeafEco Lenses on the BioPreferred Program](#) with a test result of 82% bio-based content. Moreover, the palm oil has been sourced from a sustainable palm oil plantation, where there are no deforestation concerns, certified as RSB-Roundtable Sustainable Biomaterials by SCS Global Services Notified Body.

[TOG LeafEco](#) provides consumers with an alternative lens choice at a lower carbon footprint. The sales of this eco-friendly product have continuously been growing year-on-year.

Environmental Metric Indicators

TOG has selected relevant parts of the [GRI Standards](#), as universal reference indicators for monitoring and tracking standard environmental impact data. The results are reported under the [GRI Content Index](#), on a yearly basis, and are [disclosed on the index table at the end of the Sustainability Report](#). The most recently available versions of the GRI Standards are kept up-to-date. The data boundaries to year-end are collected from TOG business operations in Thailand.



Social Sustainability

TOG corporate culture and social practices, within business activities and relationships, are based upon the principles of valuing, supporting and respecting all stakeholders, business partners and customers. We strive, through internal review mechanisms, to mediate and resolve any and all grievances, with fairness and to mutual benefit.

TOG Human Rights Policy

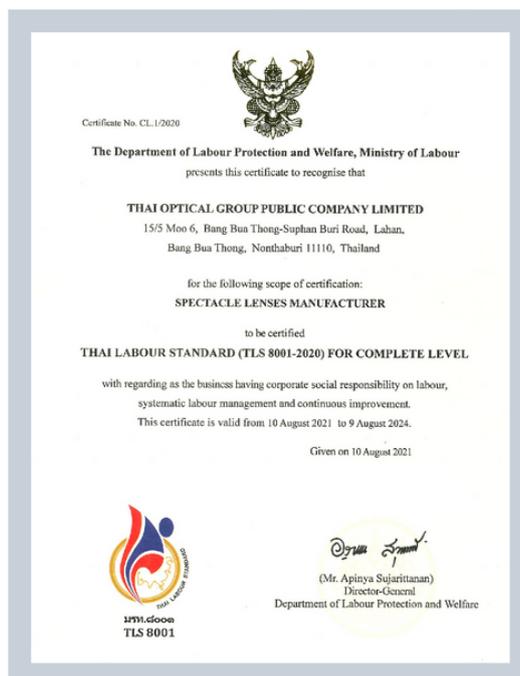
Thai Optical Group Public Company Limited and its subsidiaries are committed to [responsible business conduct](#) and the respect for human rights to avoid causing harm to people, as essential components of corporate governance, in accordance with the [UN Guiding Principles on Business and Human Rights](#). Respect for human rights is embedded throughout the organization and is also promoted to our business partners, as follows:

- 1) Respect fundamental human rights, and conduct duties without discrimination.
- 2) Implement ongoing risk assessments throughout the value chain, to identify, prevent and/or mitigate the impact of any violations to human rights.
- 3) Facilitate a physically and psychologically safe working environment, with zero tolerance to all forms of violence.
- 4) Be open to equal opportunities in the workplace.
- 5) Organize secure channels for employees and stakeholders to open confidential dialogue on any matters of concern, and ensure transparency for long-term cooperation with all stakeholders.
- 6) Ensure everyone is aware of their duty to behave responsibly and to respect other people's rights.
- 7) Ensure confidentiality and privacy of personal data for all employees and stakeholders.
- 8) Communicate the need and encourage employees and business partners to collectively and actively support the Human Rights Policy.



The Labor Standard & Employment Management

To ensure good labor relations and employment management practices, TOG has been renewed and certified for the **TLS-8001:2020 Thai Labor Standard Complete Level**, by the Department of Labor Protection and Welfare, Ministry of Labor, Thailand. The Labor Standard collectively covers good governance of welfare, employment, work environment, occupational health and safety management, for employees and all workers within TOG facilities. The key changes under the 2020 version include not only implementing international guidelines, as per the International **Labor Organization (ILO)**, and **ensuring anti-modern-slavery** compliance, but also require that the execution of good labor practices and social responsibility are proactively organized and monitored under the management system for continuous improvement and long-term sustainability.





Tier1 Suppliers Social Responsibilities Training & Assessment

Regarding relevant stakeholder engagement, 'Workers' defined as Tier1 Suppliers are outsourced workers, cleaning teams and security guards, working within TOG/TOC facilities. Five suppliers were identified as having significant actual and potential negative social impacts. Training sessions and assessments have been conducted for all workers associated with these five suppliers, to ensure sound understanding of their impacts. Necessary steps have been taken to ensure all required good labor practices are adhered to, according to the Thai Labor Standard, and each supplier has passed our social responsibilities assessment.

Personal Data Protection

Preparing for the Personal Data Protection Act, expected to come into effect in the upcoming year in Thailand, TOG has determined this will mainly impact employee personal information. TOG has enforced appropriate privacy protections, ensuring that appropriate written consent is obtained before use, that employees understand potential uses of personal data and recommended protections for their data. TOG ensures that only authorized personnel have access to password-controlled sensitive personal and health information, in the Human Resource Management System and has a policy to de-identify or anonymize, as needed.



Occupational Health & Safety Management

TOG's **Safety Officer** oversees mandatory accountability for occupational health and safety actions, involving monitoring, compliance and enforcement, in line with related regulations. This dedicated position works to professionally manage occupational health and safety; conducts work-related hazard risk assessments; recommends necessary OSH training programs and evaluations best suited to business and relevant regulations; conducts incident investigation, including near-miss incidents, to analyze hierarchy of controls and suggest appropriate corrective and preventive actions, to eliminate future recurrence; analytically monitors key indicators to manage prompt preventive alerts; practices Emergency Preparedness & Response plans; and keeps up-to-date on new regulatory requirements, as well as improvements for workplace health and wellness.

Moreover, appointed groups of **Safety Officers at Supervisory and Management Levels** also demonstrate leadership commitment to employee safety, health and wellness. Accountability at each level ensures full participation across the entire workforce, and continuous improvements with adequate resources and allocated budgetary funding.

TOG Occupational Health and Safety Policy

Thai Optical Group Public Company Limited and its subsidiary recognize the importance of facilitating healthy and safe working conditions for every person working at our facilities. We strictly comply with the laws, rules, regulations and all safety and health obligations related to our company's business operations. Together with our expert Safety Officer, our Health and Safety work team have developed the following [TOG Occupational Health and Safety Policy](#), to demonstrate our dedication and commitment, to preventing hazards and promoting health for all stakeholders:

1). Management commitment to health and safety

Supervisors and managers at all levels shall commit to health and safety measures for all, as a top priority. All leaders shall collectively work together to set expectations and milestones, for eliminating '[work-related hazards, injuries and ill health](#)' and '[non-work-related ill health](#)', such as COVID-19 transmission, and shall provide adequate resources and budgetary support. All management shall commit to continuously improving occupational health and safety (OHS) management systems. This includes remaining up-to-date on advances in technology, engineering principles and healthcare protocols, to reduce workplace health and safety risks.

2). Worker participation in health and safety measures

All workers are to be assigned roles and responsibilities, to ensure work safety and tidiness, to maintain personal hygiene standards and workplace sanitation, and to easily identify and report hazards, investigate incidents and near-miss accidents, and track root causes, to prevent any future recurrences. All workers shall also immediately notify superiors of '[work-related](#)' or '[non-work related](#)' personal ill health issues, in order to manage them appropriately.

3). Hazard identification and regular assessment

The 'Hierarchy of Controls' shall be used to identify 'work-related hazards' and assess risks on a routine and non-routine basis, and to implement the necessary control measures. Relevant guidelines, on how to work safely, shall be put in place, in relation to Working Instructions (WI) and Quality Procedures (QP). Health and safety hazards, from routine, non-routine and emergency situations, shall be identified and regularly assessed. Any occurrence of incidents shall be recorded and promptly investigated with root causes identified and necessary control measures followed up with periodic inspections. Any change in people, materials, material-handling systems, tools, equipment, machines, working procedures, operation layout and working conditions shall be re-assessed, to identify new potential hazards.

4). Hazard prevention and controls

Management, supervisors and workers shall cooperate, to identify and select methods for eliminating, preventing, or controlling workplace hazards. The 'Hierarchy of Controls' option to be selected shall apply engineering solutions first, followed by safe work practices, administrative controls, and finally personal protective equipment (PPE). Any plan initiated shall ensure controls are implemented, interim protection is provided, progress is tracked, and effectiveness is verified.

5). Education and training

All workers receive basic training to understand how the safety procedures work, and specific training to understand the risk of 'work-related hazards' of their assigned duties and/or in their work location, as well as briefings on 'non-work-related ill health' issues, such as COVID-19 infection. All managers, supervisors and workers, at all levels, shall receive training on safety principles, personal hygiene and workplace sanitation, as well as on personal privacy data and their duty to report potential risks, imminent threats or actual incidents. All workers are trained to recognize 'work-related hazards' and 'non-work-related ill health', in order to understand the control measures and implementation thereof.

6). OHS management system evaluation and continuous improvement

Control practices shall periodically be evaluated for effectiveness. Processes are established to monitor the OHS management system performance, verify implementation, and identify shortcomings and opportunities for improvement. Necessary action must be taken to continuously improve the OHS management system, and overall health and safety performance.

7). Communication and coordination with contractors, suppliers and service providers

All contractors, suppliers and service providers commit to providing the same level of safety and health protection to their employees working at our sites. Relevant education, training and communication, on the hazards present at our worksite, the hazards contract workers may create on our sites, and/or epidemic disease risks, shall be conducted. Relevant practices, specifications and qualifications for contractors, suppliers and service providers shall be established, in advance of their arrival on site. Before hiring or work commencement, all involved parties shall coordinate with each other on the work plan and schedule, to identify and resolve any conflicts or concerns, which may affect health and/or safety issues.

Occupational Health & Safety Information Disclosure

TOG has selected relevant parts of the [GRI Standards](#), as a guideline for reporting performance, annually, under the [GRI Content Index](#), and disclosed in the table at the end of the Sustainability Report, related to [GRI 403 Occupational Health & Safety](#):



Continued COVID-19 Free Setting

The spread of COVID-19 Delta variants was rapid in Thailand, during the middle of the year. At the start of the second quarter, TOG further tightened strict COVID-19 prevention protocols and control measures, due to being located in a high-risk province. The safety protocols for all employees working at the factory included regularly conducting 14-day COVID-19 RT-PCR Tests, for 6 months, after which once a month for employees not fully vaccinated. We further implemented a program of regular on-demand Antigen Tests, conducted by in-house nurses.

In 2020, TOG imposed the 'bubble & seal' program at both the mass manufacturing site and prescription surfacing site, known as the 'Isolated Cubicle Program'. From end April to October 2021, we housed our Isolated Cubicle teams with full board, at our prepared lodging, with sealed commute transportation, in order to secure a healthy workplace, at both sites. This Isolated Cubicle Program mirrored, in concept, the 'bubble & seal' practice recommended by the CCSA (Center for Covid-19 Situation Administration) to prevent mass contraction among workers in the workplace, while continuing business operations.



During the peak period of COVID-19 cases, the basic healthcare system was badly impacted by the high number of new daily cases. Our dedicated COVID-19 taskforce was available to assist if our employees were diagnosed with COVID-19, to ensure rapid access to medical treatment. We also ensured that close contact risk groups were promptly identified and offered sanitation kits, including the Antigen Self Test Kit, during their isolation, as well as providing assistance to find isolation shelters, as needed.

We went to great lengths to help all employees have access to COVID-19 vaccination, both via government programs and providing alternative vaccinations at our cost. As such, we have achieved very close to 99% of fully vaccinated people in our workplace, to avoid facing a heightened risk of severe illness from COVID-19 infection.

All COVID-19 prevention protocols and control measures continue to remain the norm, with intensity increased or lowered, depending on the current COVID-19 situation. Yet, everyone is continually urged to ensure that strict personal hygiene practices are maintained, at all times.



Constructive Relationships with Local Communities

Despite the suspension of mass gatherings, TOG continues to demonstrate its commitment toward constructive relationships with local communities to help build healthier lives together. To recognize the contribution of local community leaders and help support the remarkable efforts of the Community Isolation Center (Ban Surao Lakkon), TOG has been providing ongoing donations of essential food, supplies, care packages and monetary funds. The Community Isolation Center has been helping to provide shelter for COVID-19 patients, before being transferred to medical facilities, which were in extreme short supply, during the peak infection period. Several other donations to COVID-19 field hospitals and wards were also given, to support public works, in combating the spread of COVID-19.



Product Quality & Safety Conscious Consumers

The scope of **ISO9001 Quality Management System** covers all processes from raw material selection, to compliance with hazardous chemical substance regulations, and the material qualification process, to satisfy all necessary safety requirements. Furthermore, to ensure we supply our business partners with a consistent quality of products and adequate traceability records, we have implemented the **ISO13485 Medical Device Quality System**. This ensures all end-consumer product safety and needs are accounted for, from the very early stages of product development, through to quality testing and qualification, ensuring best-practice supply chain management from the top down, and ascertaining that all necessary working procedures are fully implemented.





Efficiency Improvement in Operations

Maximizing performance efficiency is part of TOG’s unwavering commitment to strengthen productive capabilities in operations, including, in part, automation transformation. As an initiative to improve productivity and nurture TOG core values, an [Engineering Contest](#) was kicked off, providing classroom training, coaching and mentoring sessions, job assignments, regular meetings and reviews. The contest set about productively building strong problem solving skills, encouraging analytical thinking capacity and bolstering creativity, as well as honing presentation skills, necessary for production operations, and driving technological improvements, whilst also increasing production efficiency. TOG annual operating results have demonstrated the success of these efforts with continuous improvements in performance efficiency.



Training and Education

TOG has selected relevant parts of the GRI Standards, as a guideline for reporting performance, annually, under the GRI Content Index, in the table at the end of the Sustainability Report, related to [GRI 404 Training & Education](#).

GRI content index with reference

Statement of use	Thai Optical Group Public Company Limited has reported the information cited in this GRI content index for the period from 1-January2021 to 31-December-2021 with reference to the GRI Standards.
GRI 1 used	GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: General Disclosures	2-1 Organizational details	TOG One Report Page 9, 47-52. Report country of operations in Thailand.
	2-2 Entities included in the organization's sustainability reporting	Thai Optical Group Public Company Limited and the Subsidiaries in Thailand.
	2-3 Reporting period, frequency and contact point	1-January2021 to 31-December 2021
	2-4 Restatements of information	The item does not exist.
	2-5 External assurance	TOG One Report Page 137. Thai Labour Standard TLS 8001-2020 Certificate No.CL.1/2020.
	2-6 Activities, value chain and other business relationships	TOG One Report Page 9-11, 87-88
	2-7 Employees	TOG One Report Page 163
	2-8 Workers who are not employees	The number of workders are periodically varying by seasonal fluctuation of business volume. The estimated number of workers is greater than 500, to the nearest 100.
	2-9 Governance structure and composition	TOG One Report Page 140
	2-10 Nomination and selection of the highest governance body	TOG One Report Page 154
	2-11 Chair of the highest governance body	TOG One Report Page 15
	2-12 Role of the highest governance body in overseeing the management of impacts	TOG One Report Page 112
	2-13 Delegation of responsibility for managing impacts	TOG One Report Page 112
	2-14 Role of the highest governance body in sustainability reporting	TOG One Report Page 113
	2-15 Conflicts of interest	TOG One Report Page 175-177
	2-16 Communication of critical concerns	TOG One Report Page 178
	2-17 Collective knowledge of the highest governance body	TOG One Report Page 117-118
	2-18 Evaluation of the performance of the highest governance body	TOG One Report Page 168

GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: General Disclosures	2-19 Remuneration policies	TOG One Report Page 154
	2-20 Process to determine remuneration	TOG One Report Page 156
	2-21 Annual total compensation ratio	TOG One Report Page 162
	2-22 Statement on sustainable development strategy	TOG One Report Page 84
	2-23 Policy commitments	TOG One Report Page 4-5
	2-24 Embedding policy commitments	TOG One Report Page 84-85
	2-25 Processes to remediate negative impacts	TOG One Report Page 89-91
	2-26 Mechanisms for seeking advice and raising concerns	TOG One Report Page 319
	2-27 Compliance with laws and regulations	TOG One Report Page 175
	2-28 Membership associations	TOG One Report Page 136
	2-29 Approach to stakeholder engagement	TOG One Report Page 88
	2-30 Collective bargaining agreements	TOG One Report Page 94
GRI 3: Material Topics 2021	3-1 Process to determine material topics	TOG One Report Page 87
	3-2 List of material topics	TOG One Report Page 89
	3-3 Management of material topics	TOG One Report Page 89-91
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	TOG One Report Page 164
	201-2 Financial implications and other risks and opportunities due to climate change	TOG One Report Page 92-93
	201-3 Defined benefit plan obligations and other retirement plans	TOG One Report Page 164
	201-4 Financial assistance received from government	Not applicable. The item does not exist.
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	Men:Women 1.15 : 1
	202-2 Proportion of senior management hired from the local community	Men:Women 1.24 : 1
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	TOG One Report Page 252 infrastructure investment in our own operations.
	203-2 Significant indirect economic impacts	TOG One Report Page 237 Shared comprehensive income and dividend income from the associated companies.
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Information incomplete.

GRI STANDARD	DISCLOSURE	LOCATION
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	TOG One Report Page 134-135
	205-2 Communication and training about anti-corruption policies and procedures	TOG One Report Page 134-135
	205-3 Confirmed incidents of corruption and actions taken	TOG One Report Page 134-135. There was no incident during the reporting period.
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	TOG One Report Page 134-135. There was no incident during the reporting period.
GRI 207: Tax 2019	207-1 Approach to tax	TOG Business Code of Conduct & Ethical Standards. 19) Taxation. TOG One Report Page 199-202
	207-2 Tax governance, control, and risk management	TOG One Report Page 276
	207-3 Stakeholder engagement and management of concerns related to tax	Active quarterly audit by external auditor
	207-4 Country-by-country reporting	Confidentiality constraints
GRI 301: Materials 2016	301-1 Materials used by weight or volume	Not applicable. The item does not exist.
	301-2 Recycled input materials used	Not applicable. The item does not exist.
	301-3 Reclaimed products and their packaging materials	Not applicable. The item does not exist.
GRI 302: Energy 2016	302-1 Energy consumption within the organization	TOG One Report Page 93
	302-2 Energy consumption outside of the organization	Information unavailable.
	302-3 Energy intensity	15.04 KWhr/1,000THB Revenue
	302-4 Reduction of energy consumption	121%
	302-5 Reductions in energy requirements of products and services	Confidentiality constraints
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Withdraw third-party water from municipal water suppliers.
	303-2 Management of water discharge-related impacts	TOG One Report Page 91-93. Regular internal audit and anagement review, through ISO14001 Environmental Management System.
	303-3 Water withdrawal	Regular review of water supply, through ISO14001 Environmental Management System.

GRI STANDARD	DISCLOSURE	LOCATION
GRI 303: Water and Effluents 2018	303-4 Water discharge	Regular internal audit and management review, through ISO14001 Environmental Management System. There was no non-compliance during the reporting period.
	303-5 Water consumption	TOG One Report Page 93 531.485Megaliters
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Not applicable. The item does not exist.
	304-2 Significant impacts of activities, products and services on biodiversity	Not applicable. The item does not exist.
	304-3 Habitats protected or restored	Not applicable. The item does not exist.
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	Not applicable. The item does not exist.
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	1,430 Tonnes CO ₂ e
	305-2 Energy indirect (Scope 2) GHG emissions	18,539 Tonnes CO ₂ e
	305-3 Other indirect (Scope 3) GHG emissions	9,086 Tonnes CO ₂ e
	305-4 GHG emissions intensity	11.8 (KgCO ₂ e)/1,000THB Revenue)
	305-5 Reduction of GHG emissions	115% compared emission intensity
	305-6 Emissions of ozone-depleting substances (ODS)	There is no production, imports or exports of ODS in our facilities.
	305-7 Nitrogen oxides (NO _x), sulfur oxides (SO _x), and other significant air emissions	There was no significant air emissions.
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	TOG One Report Page 91-93. Regular internal audit and management review, through ISO14001 Environmental Management System.
	306-2 Management of significant waste-related impacts	TOG One Report Page 91-93. Regular internal audit and management review, through ISO14001 Environmental Management System.

GRI STANDARD	DISCLOSURE	LOCATION
GRI 306: Waste 2020	306-3 Waste generated	TOG One Report Page 91-93. Regular internal audit and management review, through ISO14001 Environmental Management System.
	306-4 Waste diverted from disposal	TOG One Report Page 91-93. Regular internal audit and management review, through ISO14001 Environmental Management System.
	306-5 Waste directed to disposal	TOG One Report Page 93
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	TOG One Report Page 94. New supplier selection work procedure in place through ISO9001 management system.
	308-2 Negative environmental impacts in the supply chain and actions taken	Regular management review, through ISO14001 Environmental Management System. There was no significant negative environmental impact be identified in our supply chain during the reporting period.
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	1% Employee Turnover.
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Health care through personal health insurance coverage and the provident fund.
	401-3 Parental leave	15 Employees
GRI 402: Labor/ Management Relations 2016	402-1 Minimum notice periods regarding operational changes	Thai Labour Standard TLS 8001-2020 Certificate No.CL1/2020. Comply with applicable law.
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	TOG One Report Page 95-97
	403-2 Hazard identification, risk assessment, and incident investigation	TOG One Report Page 95-97
	403-3 Occupational health services	TOG One Report Page 95-97
	403-4 Worker participation, consultation, and communication on occupational health and safety	TOG One Report Page 95-97
	403-5 Worker training on occupational health and safety	TOG One Report Page 95-97
	403-6 Promotion of worker health	TOG One Report Page 95-97
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	TOG One Report Page 95-97

GRI STANDARD	DISCLOSURE	LOCATION
GRI 403: Occupational Health and Safety 2018	403-8 Workers covered by an occupational health and safety management system	TOG One Report Page 95-97
	403-9 Work-related injuries	TOG One Report Page 97. 3.62 LTIFR
	403-10 Work-related ill health	8.23 Lost Time Ill Health based on 1 Million working hours
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	TOG One Report Page 99
	404-2 Programs for upgrading employee skills and transition assistance programs	TOG One Report Page 99,132
	404-3 Percentage of employees receiving regular performance and career development reviews	100% of employees received annual performance reviews.
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Gender composition at our our governance bodies and overall employees: Board of Directors:75% Male and 25% Female, Executive Officers: 50% Male and 50% Female, Employees: 35% Male and 65% Female. Composition of all employees age group: 22% under 30 years old, 68% 30-50 years old, 10% over 50 years old.
	405-2 Ratio of basic salary and remuneration of women to men	Information incomplete.
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Regular management review through the Thai Labour Standard TLS 8001-2020 management system. There was no incident during the reporting period.
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Thai Labour Standard TLS 8001-2020 Certificate No.CL.1/2020. Facilitate annual election of employees' representatives to undertake the Welfare Committee's duties & activities.
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Thai Labour Standard TLS 8001-2020 Certificate No.CL.1/2020. There was no incident during the reporting period.
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Thai Labour Standard TLS 8001-2020 Certificate No.CL.1/2020. There was no incident during the reporting period.

GRI STANDARD	DISCLOSURE	LOCATION
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	Regular internal audit & management review through the TLS 8001-2020 management system.
GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples	Not applicable. The item does not exist.
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	TOG One Report Page 98
	413-2 Operations with significant actual and potential negative impacts on local communities	TOG One Report Page 98
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	TOG One Report Page 94. Work procedure in place with internal audit through the TLS 8001-2020 management system.
	414-2 Negative social impacts in the supply chain and actions taken	There was no significant incident during the reporting period.
GRI 415: Public Policy 2016	415-1 Political contributions	TOG Business Code of Conduct and Ethical Standards. 18) Political Affiliation.
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	TOG One Report Page 98. Regular internal audit & management review through ISO13485 management system.
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	There was no significant incident during the reporting period.
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	TOG One Report Page 98. Regular compliance monitoring through ISO13485 Medical Device Quality System.
	417-2 Incidents of non-compliance concerning product and service information and labeling	There was no significant incident during the reporting period.
	417-3 Incidents of non-compliance concerning marketing communications	There was no significant incident during the reporting period.
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	There was no substantial breach of customer privacy or loss of customer data during the reporting period.

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